

***Youth Services Survey for Youth  
(YSS-Youth) Results***

***Central Valley Region Summary Report  
for the  
May 2005 Data Collection Period***

***CHILDREN & YOUTH PERFORMANCE OUTCOMES***



**Broad-Based Evaluation  
Consumer Perception Survey**

**DECEMBER 2005**

Prepared by:  
Performance Outcomes and Quality  
Improvement Unit  
California Department of Mental Health (DMH)  
Systems of Care  
1600 9<sup>th</sup> Street  
Sacramento CA 95814

### Purpose of this report

*The purpose of this report is to provide data on consumer perception of mental health services, as measured by the items from the 21-item Youth Services Survey for Youth (YSS-Youth). This report is a REGIONAL summary of the YSS-Youth (see Attachment A) data that were collected by the California State Department of Mental Health during the May 2-13, 2005 survey period. To assist with the interpretation of this summary report, brief narratives are provided before each table is presented. County tables can be downloaded from each county's Information Technology Web Services (ITWS) folder, accessible to authorized ITWS users at <https://mhitws.cahwnet.gov/>.*

---

## Consumer Demographic & Descriptive Items

### Summary Report

The following tables reflect aggregated REGIONAL data and highlight the YSS-Youth Survey demographic items, as well as several additional descriptive items, that were reported by consumers who received services during the May 2-13, 2005, survey period. Results of YSS-Youth consumer-completed items are highlighted in yellow, and exclude surveys that had no responses for all 21 items on the YSS-Youth portion of the survey. **Out of 2,298 Central Valley Region YSS-Youth Surveys, a total of 1,909 were considered “completed,” as they had at least one response to the YSS-Youth section.**

### TOTAL NUMBER OF SURVEYS SUBMITTED (CENTRAL VALLEY REGION)

A total of 2,298 YSS-Youth Surveys were submitted for the Central Valley Region.

#### Region

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Central Valley Region	2298	100.0	100.0	100.0

### GENDER

For the consumers who responded to the question – “What is your gender?” – 48.8% identified themselves as Female, 51.0% as Male and 0.2% as Other. Additionally, 10.4% of the consumers did not respond to this item.

#### What is your gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	835	43.7	48.8	48.8
	Male	872	45.7	51.0	99.8
	Other	3	.2	.2	100.0
	Total	1710	89.6	100.0	
No Response		199	10.4		
Total		1909	100.0		

## AGE CATEGORY\*

For the consumers who responded to the question – “What is your date of birth?” – 12.6% were under age 13, 15.0% were age 13, 17.0% were age 14, 18.3% were age 15, 15.6% were age 16, 11.2% were age 17, 7.3% were age 18-21 and 3.0% were older than 21. Additionally, 7.1% of the consumers did not respond to this item.

Age Category		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 13	223	11.7	12.6	12.6
	13	266	13.9	15.0	27.6
	14	301	15.8	17.0	44.6
	15	324	17.0	18.3	62.8
	16	277	14.5	15.6	78.5
	17	199	10.4	11.2	89.7
	18-21	129	6.8	7.3	97.0
	over 21	54	2.8	3.0	100.0
	Total	1773	92.9	100.0	
No Response		136	7.1		
Total		1909	100.0		

## SERVICE LENGTH

For the consumers who responded to the question – “How long have you received services here?” – 4.0% reported that it was their first visit; 9.7% reported that they had had more than one visit, but that they had received services for less than one month; 13.5% reported having received services for 1-2 months; 19.2% reported having received services for 3-5 months; 21.9% reported receiving services for 6 months to 1 year; and 32.2% reported receiving services for more than one year. Additionally, 36.0% of the consumers did not respond to this item.

### How long have you received services here?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	This is my first visit here	49	2.6	4.0	4.0
	> 1 visit, but < one month	111	5.8	9.1	13.1
	1 to 2 months	165	8.6	13.5	26.6
	3 to 5 months	235	12.3	19.2	45.8
	6 months to 1 year	268	14.0	21.9	67.8
	More than 1 year	394	20.6	32.2	100.0
	Total	1222	64.0	100.0	
No Response		687	36.0		
Total		1909	100.0		

\* The Youth surveys are typically provided to youth between the ages of 13 and 17 as well as to some transition age youth up to age 21 who continue to be served by the “Children’s System.” The table reflects that DMH received “youth” surveys from consumers younger than 13 and older than 21 years of age. Consumers may have, inadvertently, been given the wrong survey form to complete, or many have unintentionally filled out the item with an invalid date of birth. Also, for a number of surveys received “date of birth” was not completed.

## MEXICAN / HISPANIC / LATINO ORIGIN

On the YSS-Youth Survey, 30.0% of the consumers identified themselves as being “of Mexican / Hispanic / Latino Origin.”

### Are you of Mexican / Hispanic / Latino origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	879	46.0	46.0	46.0
	Yes	573	30.0	30.0	76.1
	Unknown	457	23.9	23.9	100.0
	Total	1909	100.0	100.0	

## RACE

Consumers were permitted to identify as many race categories as they felt were applicable; therefore, each race category is reported individually and, due to potential overlap, the numbers will not collectively add up to 100%. Each race category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Youth Survey and “no” if the consumer did not mark the bubble.

On the YSS-Youth Survey, 46.4% of the consumers identified themselves as being “White / Caucasian.”

### Is your race White / Caucasian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1024	53.6	53.6	53.6
	Yes	885	46.4	46.4	100.0
	Total	1909	100.0	100.0	

On the YSS-Youth Survey, 17.7% of the consumers identified themselves as being “Black / African American.”

### Is your race Black / African American?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1572	82.3	82.3	82.3
	Yes	337	17.7	17.7	100.0
	Total	1909	100.0	100.0	

On the YSS-Youth Survey, 3.3% of the consumers identified themselves as being “Asian.”

**Is your race Asian?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1846	96.7	96.7	96.7
	Yes	63	3.3	3.3	100.0
	Total	1909	100.0	100.0	

On the YSS-Youth Survey, 11.1% of the consumers identified themselves as being “American Indian / Alaskan Native.”

**Is your race American Indian / Alaskan Native?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1698	88.9	88.9	88.9
	Yes	211	11.1	11.1	100.0
	Total	1909	100.0	100.0	

On the YSS-Youth Survey, 1.6% of the consumers identified themselves as being “Hawaiian / Other Pacific Islander.”

**Is your race Native Hawaiian / Other Pacific Islander?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1879	98.4	98.4	98.4
	Yes	30	1.6	1.6	100.0
	Total	1909	100.0	100.0	

On the YSS-Youth Survey, 19.9% of the consumers identified themselves as being of another race.

**Other Race?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1530	80.1	80.1	80.1
	Yes	379	19.9	19.9	100.0
	Total	1909	100.0	100.0	

On the YSS-Youth Survey, 2.8% of the consumers were not able to identify their race.

**Unknown Race?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1855	97.2	97.2	97.2
	Yes	54	2.8	2.8	100.0
	Total	1909	100.0	100.0	

## LANGUAGE OF SURVEY

On the YSS-Youth Survey, 0.0% of the consumers used the Chinese version of the YSS-Youth Survey; 97.8% of the consumers responded using the English version; 0.0% used the Korean version; 2.2% used the Spanish version and 0.0% of the consumers used the Tagalog version of the YSS-Youth Survey.

**Language of instrument**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	1867	97.8	97.8	97.8
	Spanish	42	2.2	2.2	100.0
	Total	1909	100.0	100.0	

## PREFERRED LANGUAGE

On the YSS-Youth Survey, 96.3% of the consumers responded that the services they received were provided in the language they preferred and 94.7% responded that written information was available in their preferred language. Additionally, 12.2% and 14.2% of the consumers did not respond to these items, respectively.

**Were the services you received provided in the language you prefer?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	62	3.2	3.7	3.7
	Yes	1615	84.6	96.3	100.0
	Total	1677	87.8	100.0	
No Response		232	12.2		
Total		1909	100.0		

**Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	86	4.5	5.3	5.3
	Yes	1551	81.2	94.7	100.0
	Total	1637	85.8	100.0	
No Response		272	14.2		
Total		1909	100.0		

## JUVENILE JUSTICE SYSTEM INVOLVEMENT

For the May 2005 survey period, 92.7% of the consumers reported that they had NOT been arrested for any crimes in the month prior to completing the YSS-Youth Survey. Additionally, 9.4% of the consumers did not respond to this item.

**In the past MONTH, how many times have you been arrested for any crimes?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No arrests	1603	84.0	92.7	92.7
	1 arrest	83	4.3	4.8	97.5
	2 arrests	17	.9	1.0	98.5
	3 arrests	8	.4	.5	99.0
	4 or more arrests	18	.9	1.0	100.0
	Total	1729	90.6	100.0	
Missing		180	9.4		
Total		1909	100.0		

## SCHOOL ATTENDANCE

For the consumers who responded to the question – “How often were you absent from school during the past month?” – 37.7% indicated 1 day or less, 10.3% indicated 2 days, 14.9% indicated 3-5 days, 4.7% indicated 6-10 days, 6.2% indicated more than 10 days, 16.6% did not remember and 9.6% indicated that the question did not apply to them or that they were not in school. Additionally, 11.1% of the consumers did not respond to this item.

**How often were you absent from school during the past MONTH?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 day or less	640	33.5	37.7	37.7
	2 days	175	9.2	10.3	48.0
	3-5 days	253	13.3	14.9	62.9
	6-10 days	79	4.1	4.7	67.6
	More than 10 days	105	5.5	6.2	73.8
	Do not remember	282	14.8	16.6	90.4
	Not Applicable / Not In School	163	8.5	9.6	100.0
	Total	1697	88.9	100.0	
No Response		212	11.1		
Total		1909	100.0		

## ASSISTANCE COMPLETING SURVEY

Consumers were permitted to identify all of the individuals who assisted them in completing the YSS-Youth Survey; therefore, more than one person may have provided assistance and, due to potential overlap, the numbers will not collectively add up to 100%. Each category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Youth Survey and “no” if the consumer did not mark the bubble.

For the May 2005 survey period, 59.6% of the consumers responded that they did not need any help in completing the YSS-Youth Survey.

### I did not need any help.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	772	40.4	40.4	40.4
	Yes	1137	59.6	59.6	100.0
	Total	1909	100.0	100.0	

For the May 2005 survey period, 4.1% of the consumers responded that a mental health advocate / volunteer helped them complete the YSS-Youth Survey.

### A mental health advocate / volunteer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1830	95.9	95.9	95.9
	Yes	79	4.1	4.1	100.0
	Total	1909	100.0	100.0	

For the May 2005 survey period, 1.9% of the consumers responded that another mental health consumer helped them complete the YSS-Youth Survey.

### Another mental health consumer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1872	98.1	98.1	98.1
	Yes	37	1.9	1.9	100.0
	Total	1909	100.0	100.0	

For the May 2005 survey period, 13.3% of the consumers responded that a member of their family helped them complete the YSS-Youth Survey.

### A member of my family helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1655	86.7	86.7	86.7
	Yes	254	13.3	13.3	100.0
	Total	1909	100.0	100.0	



For the May 2005 survey period, 2.3% of the consumers responded that a professional interviewer helped them complete the YSS-Youth Survey.

**A professional interviewer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1866	97.7	97.7	97.7
	Yes	43	2.3	2.3	100.0
	Total	1909	100.0	100.0	

For the May 2005 survey period, 7.0% of the consumers responded that a clinician / case manager helped them complete the YSS-Youth Survey.

**My clinician / case manager helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1775	93.0	93.0	93.0
	Yes	134	7.0	7.0	100.0
	Total	1909	100.0	100.0	

For the May 2005 survey period, 4.5% of the consumers responded that a staff member other than their clinician or case manager helped them complete the YSS-Youth Survey.

**A staff member other than my clinician or case manager helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1823	95.5	95.5	95.5
	Yes	86	4.5	4.5	100.0
	Total	1909	100.0	100.0	

For the May 2005 survey period, 5.4% of the consumers responded that someone else helped them complete the YSS-Youth Survey.

**Someone else helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1806	94.6	94.6	94.6
	Yes	103	5.4	5.4	100.0
	Total	1909	100.0	100.0	

**REASON WHY SURVEY NOT COMPLETED (if applicable)**

Out of 2,298 surveys received, 389 (16.9%) were not completed by the consumers. County staff were expected to complete a "Reason" item if a consumer who met the criteria for the target population did not complete a YSS-Youth Survey. Of those consumers who were expected to complete a YSS-Youth Survey, but did not, 27.1% of the consumers were reported to have Refused the survey, 4.7% were reported to have had an Impairment, 0.6% did not have a survey available in their Language and 67.7% were marked as having an "Other" reason for non-completion. Additionally, 6.9% of the YSS-Youth Surveys that were not completed did not have a "Reason" response.

**If the instrument is not completed, the PRIMARY reason must be indicated.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused	98	25.2	27.1	27.1
	Impairment	17	4.4	4.7	31.8
	Language	2	.5	.6	32.3
	Other	245	63.0	67.7	100.0
	Total	362	93.1	100.0	
No Response		27	6.9		
Total		389	100.0		

## **Youth Services Survey for Youth (YSS-Youth)**

### *Summary Report*

#### **About the Youth Services Survey for Youth (YSS-Youth)**

The YSS-Youth is a 21-item consumer-completed survey designed to obtain participant perceptions of 1) access to services, 2) cultural sensitivity, 3) consumer participation in treatment planning, 4) service outcomes and 5) general satisfaction. The YSS-Youth survey was developed through the collaborative efforts of the federally funded Mental Health Statistics Improvement Program ([www.mhsip.org](http://www.mhsip.org)), and included the direct assistance and feedback of consumers, their families, and mental health advocates. The YSS-Youth survey is currently used in most states across the United States.

It is important to remember that the ratings on the YSS-Youth survey represent a participant's perceptions. Some data exist to suggest that satisfaction with services, in and of itself, does not necessarily correlate with outcomes. However, the YSS-Youth survey provides a good source of information to ensure that consumers have the opportunity to shape and improve their services.

The following tables present REGIONAL data that were collected and aggregated from the YSS-Youth portion of the May 2005 YSS-Youth Survey. The YSS-Youth items are rated on a five-point scale, with "5" indicating the greatest satisfaction.

The items that comprise each of the YSS-Youth subscales (i.e., access to services, cultural sensitivity, consumer participation in treatment planning, service outcomes and general satisfaction) were averaged and then grouped into the following categories: 1.0 - 1.5 = 'Dissatisfied', 1.5001 - 2.5 = 'Somewhat Dissatisfied', 2.5001 - 3.5 = 'Neutral', 3.5001 - 4.5 = 'Satisfied' and 4.5001 - 5 = 'Very Satisfied'. As a general guideline for interpretation, the national benchmark for satisfaction is an overall scale score above 3.5.

For the tables reflecting categorical groupings of YSS-Youth survey averages and YSS-Youth subscale averages, total frequencies may differ depending on how many items on each scale consumers completed. Averages were only calculated for those YSS-Youth Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have no response). The results are shaded.

The average scores for each of the YSS-Youth subscales are reported below.

## PERCEPTION OF ACCESS TO SERVICES

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Access to Services” subscale, 23.2% reported that they were Very Satisfied, 48.2% reported they were Satisfied, 20.1% were Neutral, 5.8% were Somewhat Dissatisfied and 2.7% were Dissatisfied. Additionally, for 8.4% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

**Perception of Access to Services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	47	2.5	2.7	2.7
	Somewhat Dissatisfied	102	5.3	5.8	8.5
	Neutral	351	18.4	20.1	28.6
	Satisfied	842	44.1	48.2	76.8
	Very Satisfied	406	21.3	23.2	100.0
	Total	1748	91.6	100.0	
No Response		161	8.4		
Total		1909	100.0		

## PERCEPTION OF CULTURAL SENSITIVITY

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Cultural Sensitivity” subscale, 36.9% reported that they were Very Satisfied, 50.7% reported they were Satisfied, 9.6% were Neutral, 1.8% were Somewhat Dissatisfied and 1.0% were Dissatisfied. Additionally, for 11.3% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

**Perception of Cultural Sensitivity**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	17	.9	1.0	1.0
	Somewhat Dissatisfied	31	1.6	1.8	2.8
	Neutral	162	8.5	9.6	12.4
	Satisfied	858	44.9	50.7	63.1
	Very Satisfied	625	32.7	36.9	100.0
	Total	1693	88.7	100.0	
No Response		216	11.3		
Total		1909	100.0		

## PERCEPTION OF PARTICIPATION IN TREATMENT PLANNING

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Participation of Treatment Planning” subscale, 18.5% reported that they were Very Satisfied, 50.4% reported they were Satisfied, 23.7% were Neutral, 5.7% were Somewhat Dissatisfied and 1.5% were Dissatisfied. Additionally, for 5.1% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

**Perception of Participation in Treatment Planning**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	28	1.5	1.5	1.5
	Somewhat Dissatisfied	104	5.4	5.7	7.3
	Neutral	430	22.5	23.7	31.0
	Satisfied	914	47.9	50.4	81.5
	Very Satisfied	336	17.6	18.5	100.0
	Total	1812	94.9	100.0	
No Response		97	5.1		
Total		1909	100.0		

## OUTCOMES

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 17.7% reported that they were Very Satisfied, 46.8% reported they were Satisfied, 28.6% were Neutral, 5.6% were Somewhat Dissatisfied and 1.3% were Dissatisfied. Additionally, for 7.2% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

**Outcomes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	23	1.2	1.3	1.3
	Somewhat Dissatisfied	99	5.2	5.6	6.9
	Neutral	507	26.6	28.6	35.5
	Satisfied	829	43.4	46.8	82.3
	Very Satisfied	313	16.4	17.7	100.0
	Total	1771	92.8	100.0	
No Response		138	7.2		
Total		1909	100.0		

## GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 25.9% reported that they were Very Satisfied, 50.8% reported they were Satisfied, 18.2% were Neutral, 3.5% were Somewhat Dissatisfied and 1.6% were Dissatisfied. Additionally, for 3.8% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

**General Satisfaction**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	30	1.6	1.6	1.6
	Somewhat Dissatisfied	64	3.4	3.5	5.1
	Neutral	334	17.5	18.2	23.3
	Satisfied	932	48.8	50.8	74.1
	Very Satisfied	476	24.9	25.9	100.0
	Total	1836	96.2	100.0	
No Response		73	3.8		
Total		1909	100.0		

## AVERAGE MHSIP SUBSCALE SCORES

Average scores were calculated for the surveys within which at least 2/3 of the items that comprise each of the subscales were completed. Overall, respondents indicated that they were “Satisfied” with Access to Services (indicated by a subscale score of 3.97; 1,748 responses), the Cultural Sensitivity of their treatment (indicated by a subscale score of 4.25; 1,693 responses), Participation in Treatment Planning (indicated by a subscale score of 3.80; 1,812 responses), Outcomes (indicated by a subscale score of 3.79; 1,771 responses) and services generally (General Satisfaction; indicated by a subscale score of 4.01; 1,836 responses).

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	1748	1.00	5.00	3.97	.88
Average: Perception of Cultural Sensitivity	1693	1.00	5.00	4.25	.71
Average: Perception of Participation in Treatment Planning	1812	1.00	5.00	3.80	.82
Average: Outcomes	1771	1.00	5.00	3.79	.80
Average: General Satisfaction	1836	1.00	5.00	4.01	.79
Valid N (listwise)	1525				